June 2010 Braam Oversight Panel Meeting – Day One

Children's Administration and Medicaid Personnel Administration

June 22 – 23, 2010

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Updates from Children's Administration

Denise Revels Robinson, MSW

Assistant Secretary

DSHS - Children's Administration (CA)

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Fostering Well-Being Program
1ˢᵗ Quarter Highlights

Margaret Wilson

*Children's Health Nursing Consultant Advisor,
Medicaid Purchasing Administration (MPA)*

HRSA Changes

- Health and Recovery Services Administration (HRSA) is now the Medicaid Purchasing Administration (MPA)

- Effective May 1, 2010, Division of Behavioral Health and Recovery reports to Aging and Disability Services Administration (ADSA)

- The Division of Disability Determination (DDD) Services is under Economic Services Administration (ESA)

Highlights of 1st Quarter 2010

- More than 1,200 newly placed children were opened on Medicaid coverage

- Child Profile immunization reports, which included immunization provider information, were sent to caregivers

- Child Profile reports were uploaded into the CA FamLink information system

- Medical records were requested for of newly placed children

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Highlights of 1st Quarter 2010

- Developed care coordination eligibility criteria

- Fostering Well-Being Care Coordination Unit received referrals from RMCs, CHET Screeners, and Social Workers

- Developed care coordination for medically complex children

- Contacted social workers to discuss care coordination needs

Highlights of 1st Quarter 2010

- Developed database to track care coordination services

- Increased proficiency using FamLink system and initiated data entry in FamLink, including health conditions and EPSDT information

- Reviewed ProviderOne capacity to send automated EPSDT reminder letters to caregivers

- Developed fact sheets and distributed to social workers and caregivers

Highlights of 1st Quarter 2010

- Collaboration has been initiated with multiple stakeholders, including:

  - Internal MPA programs such as Medical Benefits and Clinical Review for Medicaid authorizations, and the Healthy Options Managed Care office

  - Division of Behavioral Health and Recovery

  - Aging and Disability Services Administration programs such as Medically Intensive Children's Program

  - Department of Health Children with Special Health Care Needs

  - Dept of Early Learning Infant Toddler Early Intervention Program

1ˢᵗ Quarter Challenges

- Development of new FWB care coordination eligibility criteria different from Passport criteria initially caused confusion

- Mailing of comprehensive healthcare reports to caregivers was delayed due to issues regarding confidentiality

- Medical records request process is being refined to obtain more records

- Care coordination challenges include development of summaries and connecting with social workers

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Update on Fostering Well-Being Regional Medical Consultants

Dr. Nancy Anderson

Fostering Well-Being Physician Liaison, Medicaid Purchasing Administration (MPA)

MAP OF WASHINGTON STATE WITH CHILDREN'S ADMINISTRATION REGIONS AND REGIONAL MEDICAL CONSULTANTS

Responsibilities, Challenges, and Potential Solutions

- Open access and consistent referrals and education
  - RMCs invited to supervisor and area administrator meetings
  - Invite RMCs to regular education for new social workers so they will be known by all
  - RAs reinforce creation of regular appointments at outlying offices periodically
  - Need/develop web-based format for meetings so that SW's from outlying offices can contact RMCs
  - Include RMC education in Foster Parent newsletters
  - RMCs share educational material on intranet site

Seamless Collaboration Between Regions and Fostering Well-Being Program

- Regional Administrators are now getting PRISM information on high-risk children

- RMCs and SWs informed on CCU denials

- More PRISM training planned

- Quarterly face-to-face meetings with RMCs
  - Interim phone meetings

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Other Issues

- Special interests of individual Regional Medical Consultants
  - Judicial/AAG education
  - Rapid access to medical information
  - Collaboration as requested from Indian Child Welfare
  - Working on prevention

Education Update

Barb Putnam

Statewide Well-Being and Adolescent Program Supervisor, Program and Practice Improvement, CA

Kevin Kukas

Statewide Intake Program Manager and FamLink Design Program Lead, Program and Practice Improvement, CA

FamLink Development

- Education Page Enhancements
  - Released March 2010
  - Maintains Historical Education Information
  - New Education Plan included in FamLink
- Changes will result in improved tracking and monitoring of educational progress
- FamLink Educational Report will be developed Summer/Fall 2010

FamLink Education Pages

FamLink Education Pages

FamLink Education Pages

FamLink Education Pages

FamLink Education Pages

FamLink Education Pages

Attendance, Truancies, Suspensions and Expulsions

Action Step 4

The Department will collect information on school attendance, truancies, suspensions, and expulsions about youth in foster care in Washington, and will use this information to design and implement practice and system improvements in DCFS and to advocate for system improvements related to this goal.

Youth Referred due to Suspensions and Expulsions

Treehouse Data

Bar chart data:

Year	Total Youth Referred to Educational Advocacy Program	Youth Referred For Suspension/Expulsion
2007-2008	1483	190 (13%)
2008-2009	999	142 (14%)
2009-2010 *Partial Year	627	95 (15%)

- Total Youth Referred to Educational Advocacy Program
- Youth Referred For Suspension/Expulsion
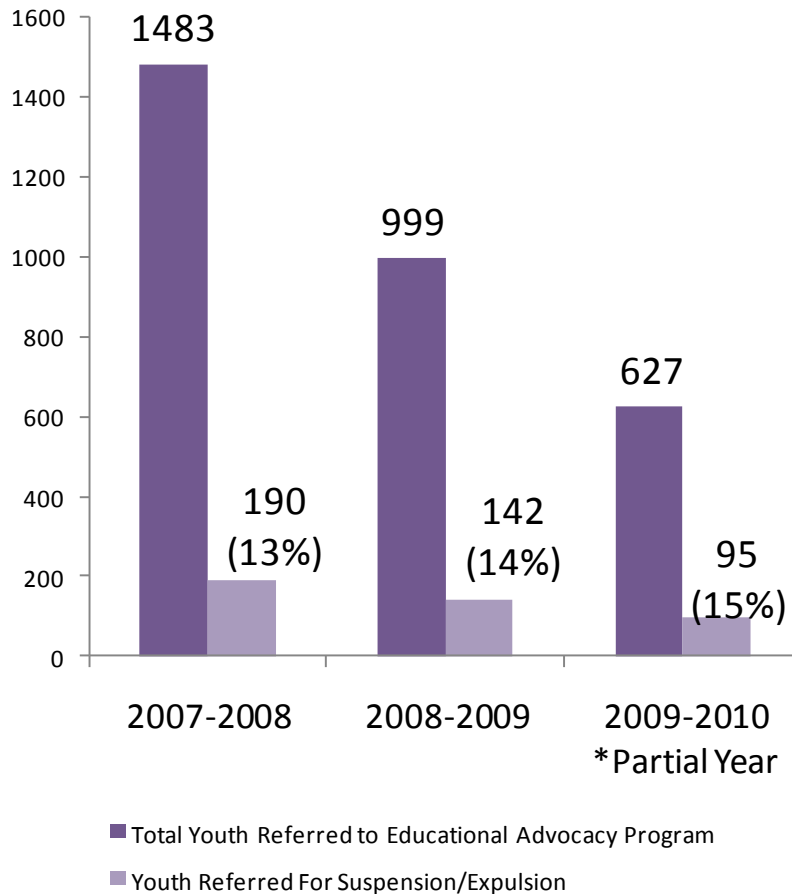
Treehouse Educational Advocacy Program goal regarding Discipline:

Youth will experience a decrease in inappropriate use of suspensions and expulsions.

o Reduce the severity of suspensions and expulsions

o Reduce the number of disciplinary days a youth spends out of school

* 2009-2010 partial year counts include Sept-Dec 2009 data.

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Successful Strategies

- **Education Advocacy** is an effective strategy in discipline situations including suspensions and expulsions.

  - In general there is a reduction or prevention of out of school days

  - Treehouse Advocates are reducing or entirely dismissing Long Term Suspensions and Expulsions (76% of expulsions reduced/dismissed in first half of 2010)

Successful Strategies

- **Collaborative Efforts**

Training of school staff

  o Increased awareness understanding of the unique needs of youth in care

  o More supportive interventions

Training of social workers and caregivers

  o More attentive to the educational needs of children in foster care

  o Increased knowledge concerning educational advocacy

  o Demonstrating and incorporating education advocacy into daily casework activities

System Issues

- Concurrent needs with Special Education when a foster youth has disciplinary actions
  - Approx. 75% of youth in first half of 2010 with discipline goal were receiving Special Education Services
  - Foster children not receiving Special Education Services but receiving discipline, almost half were referred for evaluation by Advocates for suspected disabilities

Systems Issues

- We need to have a greater focus on vulnerable middle school foster students

  o Focus on school success for this age group

  o Treehouse reports:

    - 9th grade seems to be the grade with the highest prevalence of disciplinary action related to suspensions and expulsions

    - Loss of classroom time relates to lack of credits and/or failing classes in this pivotal year for youth

System Issue Recommendations

- Explore increased advocacy for higher risk groups

- Continue implementation of mentoring strategies

- Continue Educational Workgroup

- Continue education of staff, caregivers and educators

- Implement strategies included in our compliance plans

Education Workgroup Update

- Strong partnership around data: Office of the Superintendent of Public Instruction (OSPI), Children's Administration (CA), Treehouse, and Washington State Institute for Public Policy (WSIPP)

- WSIPP is preparing a second year report on graduation rates that will be used by the workgroup

- While the Building Bridges Program funding has been significantly reduced, the work continues to inform the work group

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May 2010 Workgroup Meeting Discussion Topics

- WASL/Assessment Scores & Education Advocacy Program (WSIPP)

- Suspensions/Expulsions (Treehouse)

- Building Bridges (OSPI)

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Workgroup Recommendations

1. Explore the Washington School Information Processing Cooperative (WSIPC) for potential data concerning suspensions, expulsions, truancy

Strengths:
- Includes 279 school districts with a common data pool

Challenges:
- Largest school districts do not utilize WSIPC for their data
- No common definition across school districts
- All information would need to be hand-cross matched similar to the OSPI, CA, WSIPP model

Workgroup Recommendations

2. Explore OSPI's Education Navigators model for 14-18 year olds

3. Implement mentoring programs

4. Collaborate with schools on transition plans

5. Refinement of training materials for caregivers

6. Work with young people to identify additional recommendations

Workgroup Next Steps

- Focus on foster students in middle school is important, but may be too late

- Next meeting will focus on the early educational needs of children in foster care

- Active participation and input from youth

Educational Advocacy Program

- Positive outcome from the legislative session
- Funded due to a combination of legislative and private funding
- Strong private/public partnership

School District Agreements

- 182 signed agreements of 295 school districts, an increase of 10 in last 6 months

- CA is targeting high removal/placement districts

- Of the school districts with 100 or more foster students, 91 percent are in school districts with agreements

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Braam Monitoring Timelines & Outcomes Identified for More Frequent Reporting

CA Presentation on Monthly Report Data

Monthly Health & Safety Visits

Percent of children who received a health and safety visit each and every month they were in care for a full month during the fiscal year.

FY10 Benchmark: 95%

FY09 Performance: 14.8%

FY10YTD Indicator*: 86.6%

*   *Each month CA reports an indicator of overall performance based on the percent of children in care for a full month that receive a health and safety visit and the FY10YTD indicator is the monthly average of that measure.*

Monthly Health & Safety Visits

FY10 Target

Month	Value
Jul-09	77.1%
Aug-09	79.0%
Sep-09	82.7%
Oct-09	86.4%
Nov-09	85.6%
Dec-09	87.6%
Jan-10	91.6%
Feb-10	90.8%
Mar-10	93.4%
Apr-10	92.2%
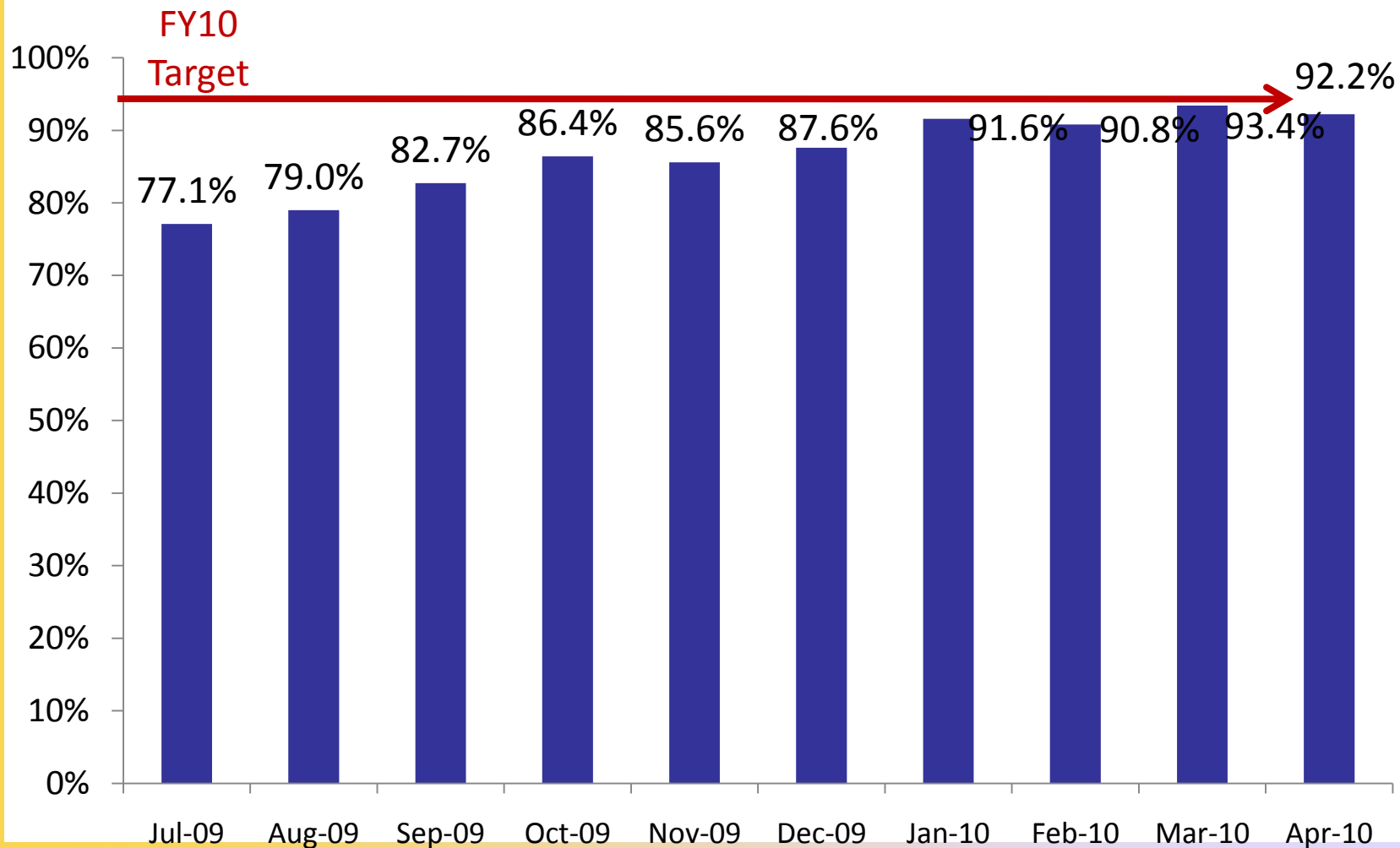
Monthly Health & Safety Visits

Key Strategies for 2010

- Reduce timeline to document monthly H&S visits and clarify policy and FamLink documentation requirements

- Strengthen quality assurance review and improvement activities

- Decrease social worker caseload by focusing on timely achievement of permanency

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Shared Planning Meetings focused on CHET Screen Results within 60 Days

Children in out of home care 30 days or longer will have completed and documented CHET screens within 30 days of entering care.

FY10 Benchmark: 90%

FY09 Performance: Data Not Available

FY10YTD* Performance: 39.5%

March-10 Performance: 53.7%

Shared Planning Meetings Focused on CHET Screen Results within 60 Days
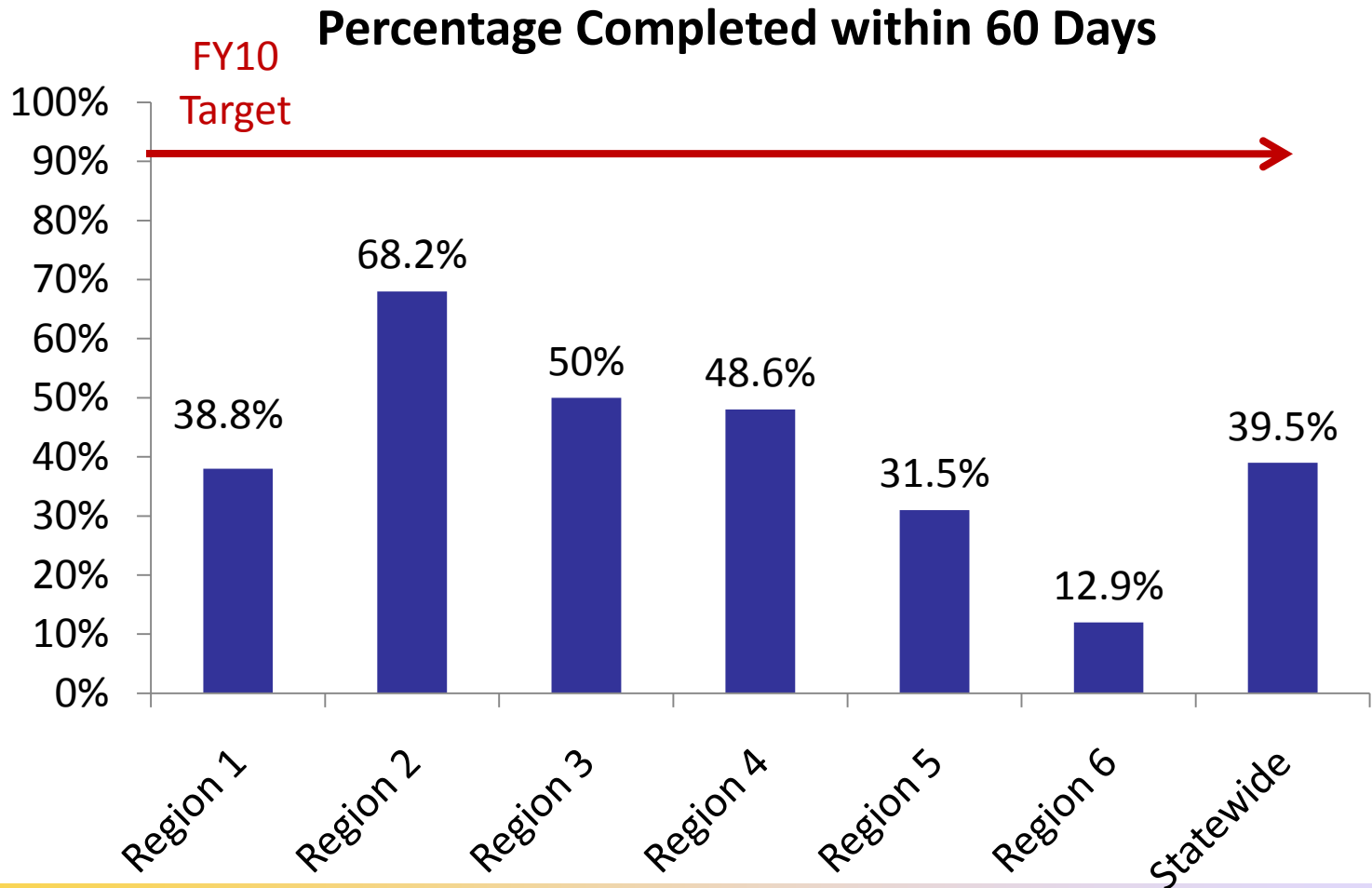
Percentage Completed within 60 Days

FY10 Target

Region	Percentage
Region 1	38.8%
Region 2	68.2%
Region 3	50%
Region 4	48.6%
Region 5	31.5%
Region 6	12.9%
Statewide	39.5%

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Shared Planning Meetings Focused on CHET Screen Results within 60 Days

Percentage Completed Statewide within 60 Days by Month

FY10 Target

Month	Percentage
Jul-09	28.2%
Aug-09	29.3%
Sep-09	26.7%
Oct-09	41.7%
Nov-09	25.1%
Dec-09	36.2%
Jan-10	47.5%
Feb-10	54.6%
Mar-10	53.7%

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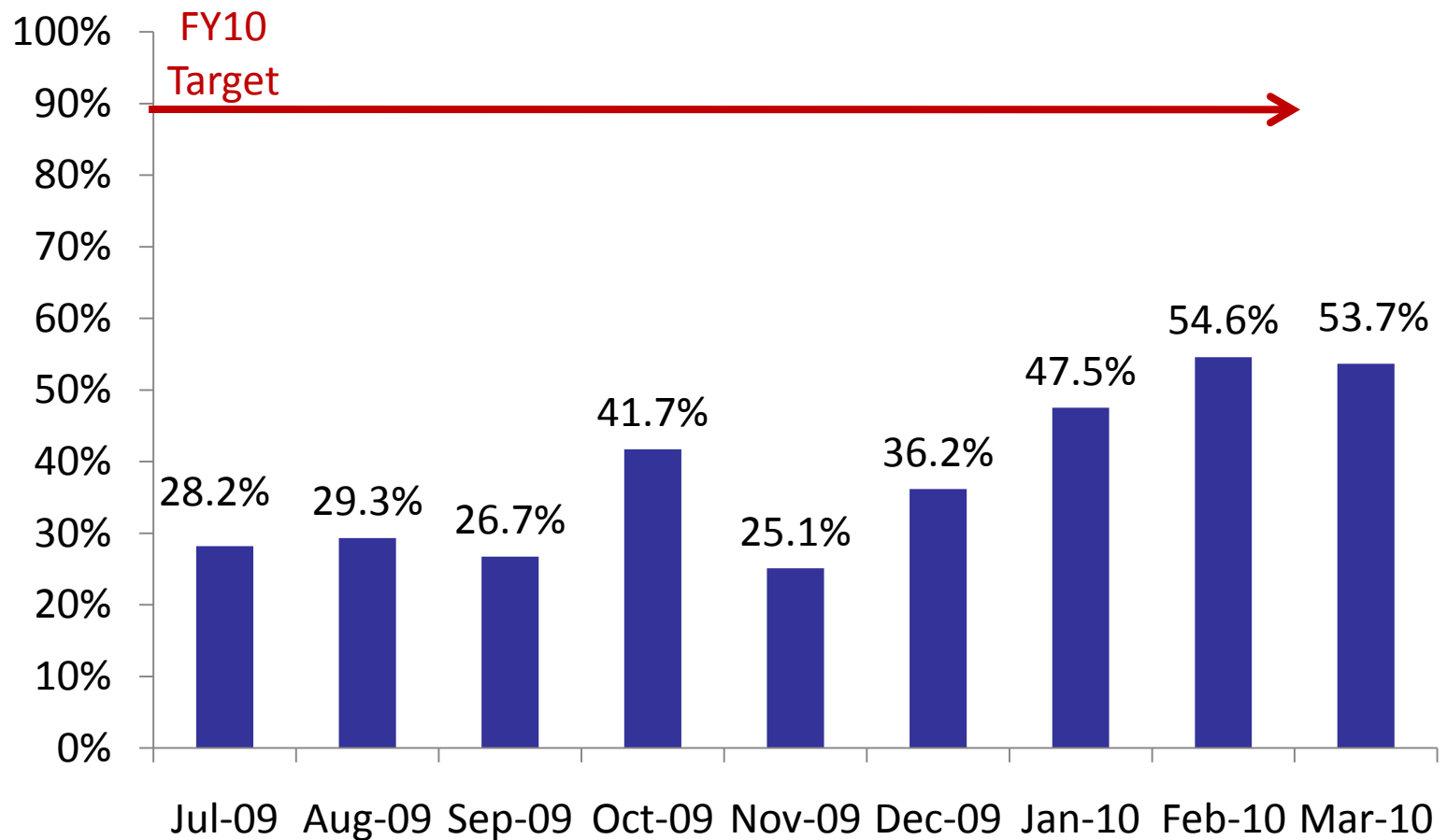
Shared Planning Meetings Focused on CHET Screen Results within 60 Days

Key Strategies for 2010

- QA review and tracking by Regional CHET Supervisors

- QA review, analysis, and regional action planning

- Development/use of FamLink Management report

- Policy clarified and practice expectations strengthened and communicated to staff

- In-Service staff training

- CHET Screening Specialists meet monthly

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Child Health & Education Track (CHET) Screens within 30 Days

Children in out of home care 30 days or longer will have completed and documented CHET screens within 30 days of entering care.

FY10 Benchmark: 90%

FY09 Performance: 64%

Feb 2010 Performance: 83%

CHET Screens within 30 Days

FY10 Target

Legend:
- FY09
- 09-Dec
- 10-Jan
- 10-Feb

Regions: Region 1 (94%), Region 2 (85%), Region 3 (98%), Region 4 (83%), Region 5 (69%), Region 6 (79%), Statewide (83%)
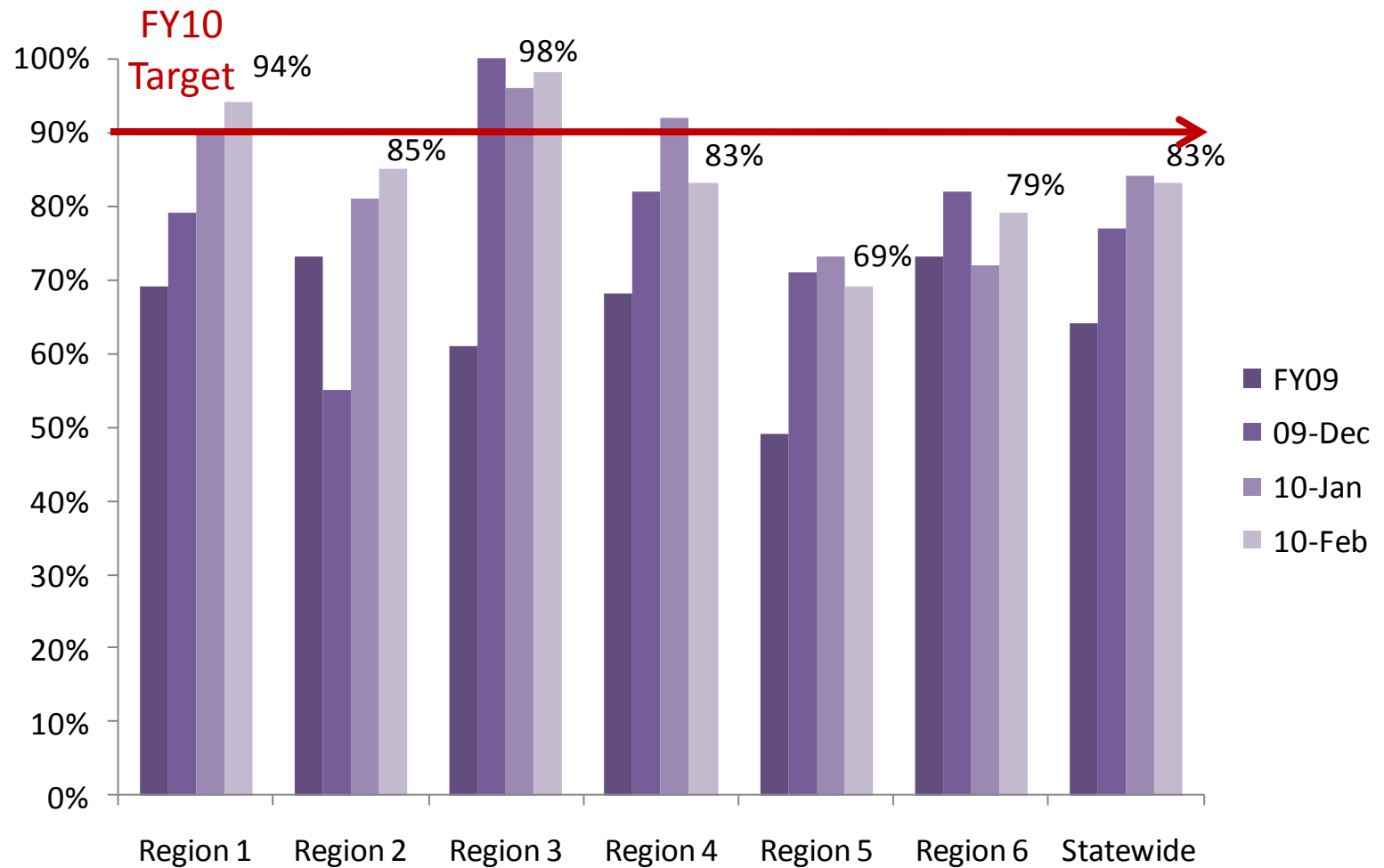
CHET Screens within 30 Days

Key Strategies for 2010

- Increase timely documentation of child placement info in FamLink

- Increase number of children provided EPSDT Exam within 30 days of OPD

- Increase timely receipt of education records

- Increase timely receipt of child health records

Early Support for Infant and Toddlers Program (ESITP) Referrals within 2 Workdays

Children age 3 and under in out of home care will be referred to the Early Support for Infant and Toddler Program within 2 workdays of identification of concerns about development delays from their CHET Screen.

FY10 Benchmark: 90%

FY09 Performance: 72%

Feb 2010 Performance: 89%

ESITP Referrals within 2 Workdays

FY10 Target

100%   100%   100%   100%

90%

86%

89%

71%

Legend:
- FY09
- 09-Dec
- 10-Jan
- 10-Feb

Region 1   Region 2   Region 3   Region 4   Region 5   Region 6   Statewide

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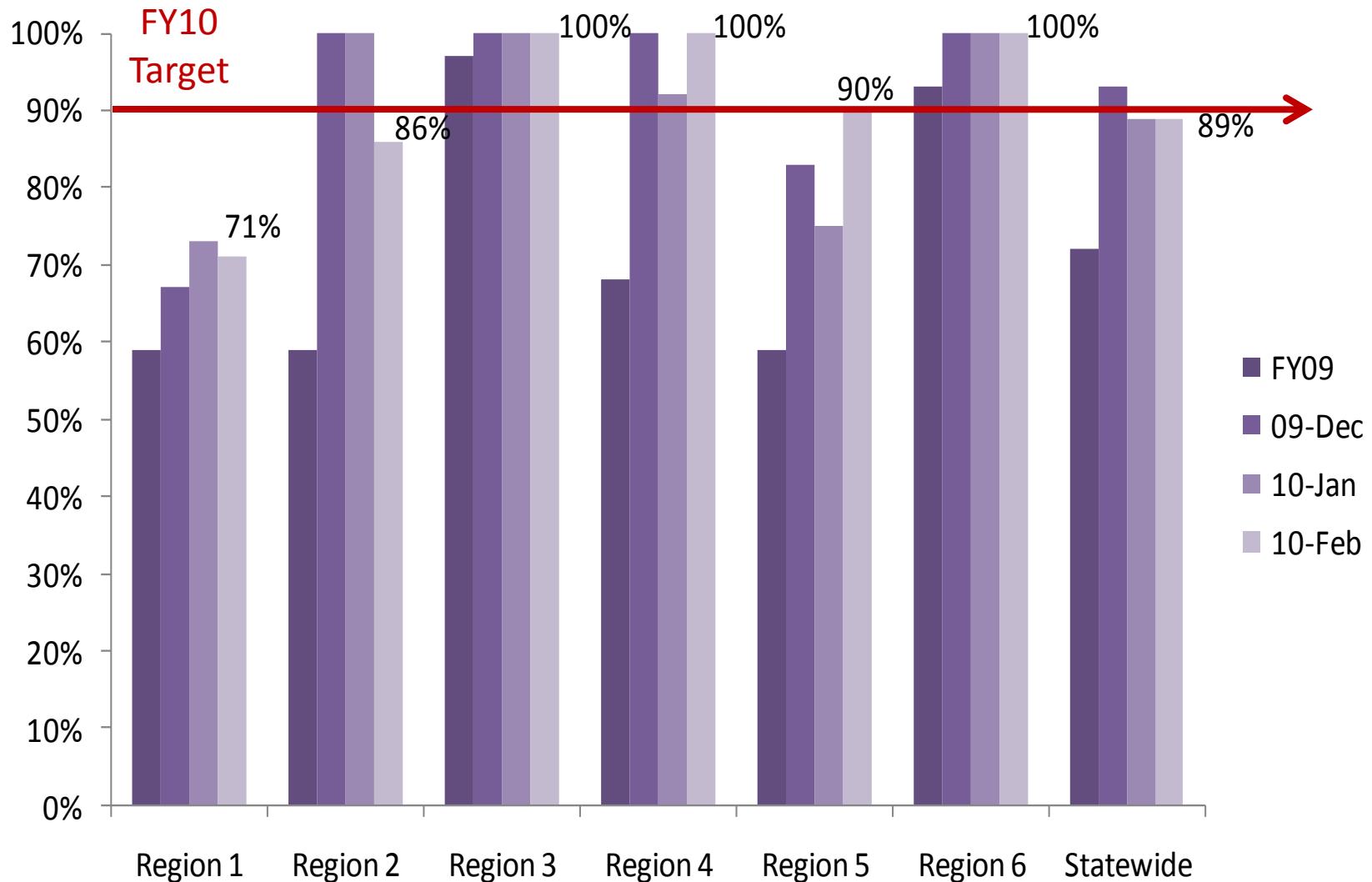
ESITP Referrals within 2 Workdays

Key Strategies for 2010

- Changed CHET database to account for children already receiving ESITP services

- Regional CHET team engaged in data clean up efforts

- Policy reminders provided to CHET teams

- Monthly review and monitoring

CA Presentation on Caseload Size

SW Caseloads </= 18 Cases

- Considerations

- Trends

- Factors Impacting Performance

- Efforts to Reduce Caseloads

- Compliance Plan

- Next Steps

Considerations

- Current caseload measurement data are indicators or estimates

- Caseload measure data are derived from 'rules' based on assignments

- Current measurement allows for variability in assignment characteristics

- Staff are improving adherence to FamLink assignment rules and increasing confidence in caseload measurement data

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Considerations

- Caseload measurement report based on *strict* assignment 'rules' developed Feb-10

- New report is being used to identify and problem-solve data integrity issues

- Clean-up efforts and measure refinements will provide a more accurate measure of current and future case assignments

- CA will move to strict assignment rules in the near future

Counts Based on 'Strict' Logic

Caseload Counts for Braam Workers Only

		<=18.0	>18.0	Total
02/10	Count of Braam_Worker	541	145	686
	Percent of Workers	78.9%	21.1%	100.0%
	Sum of Cases	5989	3243	**9232**
03/10	Count of Braam_Worker	546	133	679
	Percent of Workers	80.4%	19.6%	100.0%
	Sum of Cases	5905	2915	**8821**
04/10	Count of Braam_Worker	592	121	713
	Percent of Workers	83.0%	17.0%	100.0%
	Sum of Cases	6291	2604	**8895**
05/10	Count of Braam_Worker	585	126	711
	Percent of Workers	82.3%	17.7%	100.0%
	Sum of Cases	6215	2745	**8960**

Percentage of SW < or = 18 Cases
Statewide Total FY10YTD

Chart showing percentage by month with FY10 Target line at 90%:

- Jul-09: 72.2%
- Aug-09: 71.7%
- Sep-09: 69.9%
- Oct-09: 67.4%
- Nov-09: 65.7%
- Dec-09: 61.7%
- Jan-10: 65.8%
- Feb-10: 66.9%
- Mar-10: 72.5%
- Apr-10: 69.8%
- May-10: 70.0%
- Jun-10: 72.2%

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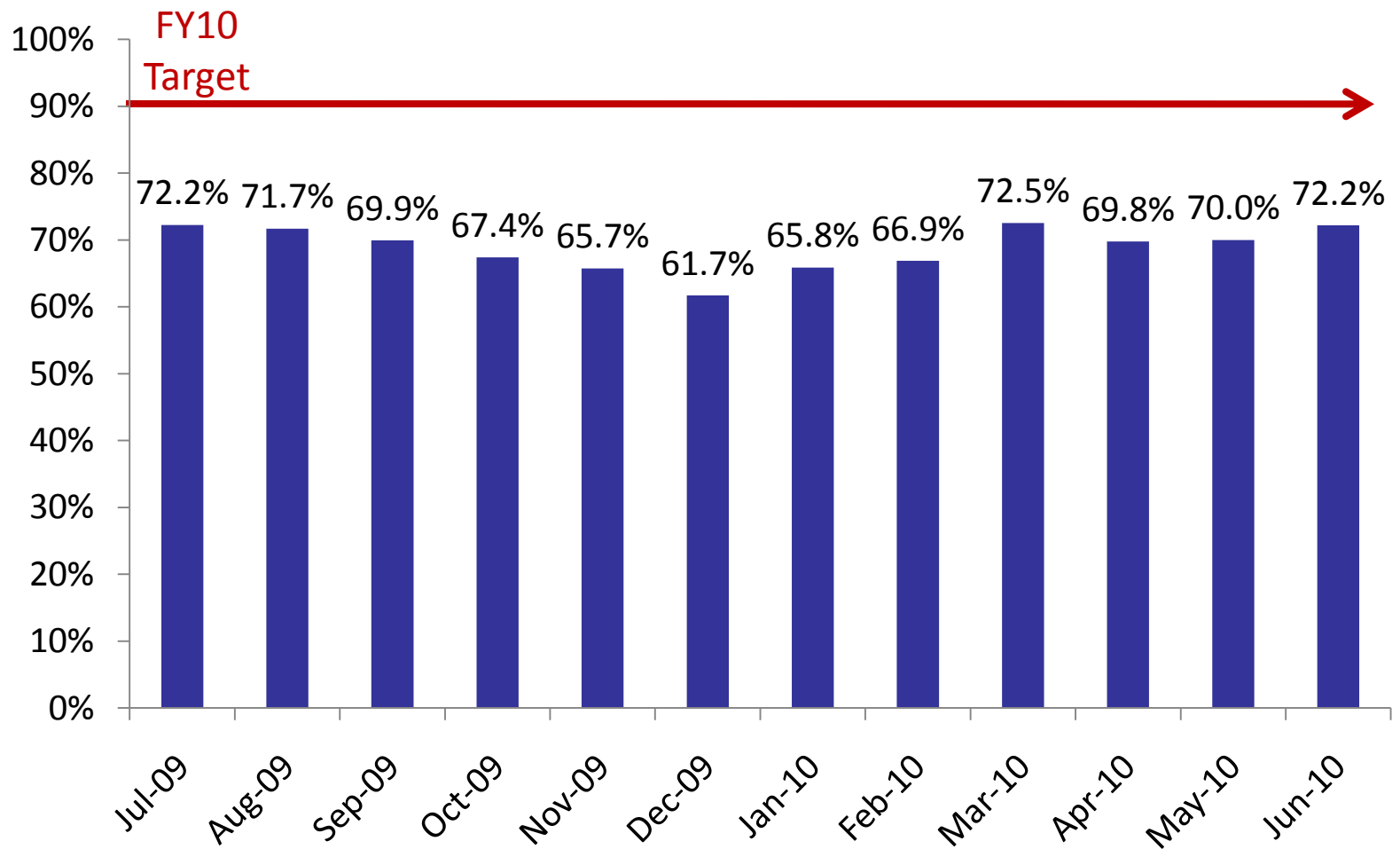
Percentage of SW < or = 18 Cases
Regional Total May 2010

FY10 Target

Region	Percentage
Region 1	75.2%
Region 2	73.0%
Region 3	76.1%
Region 4	74.6%
Region 5	64.5%
Region 6	70.1%
Statewide	72.2%
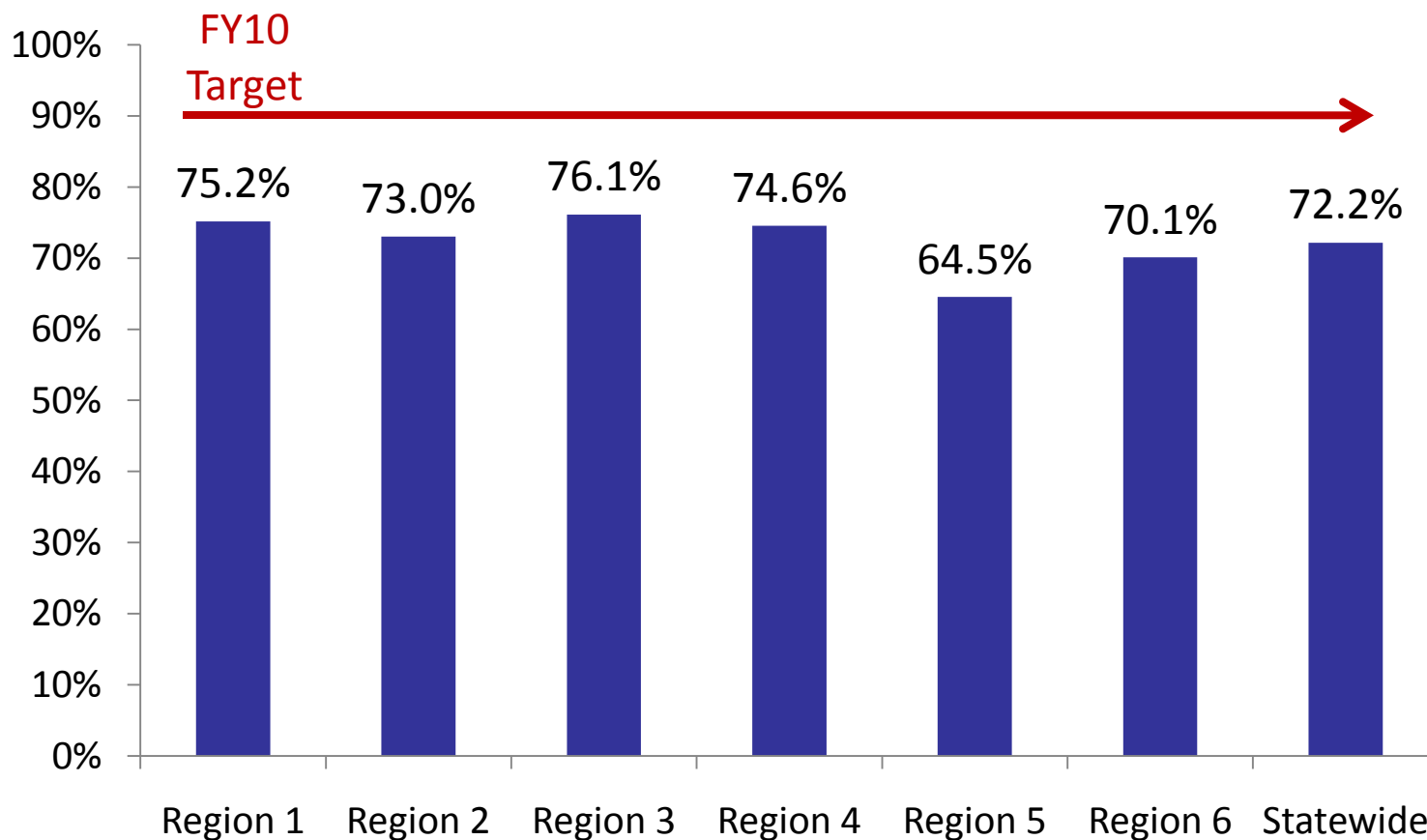
Trends Over Time
FY08-FY10YTD*

Percentage of SW with < or = 18 Cases
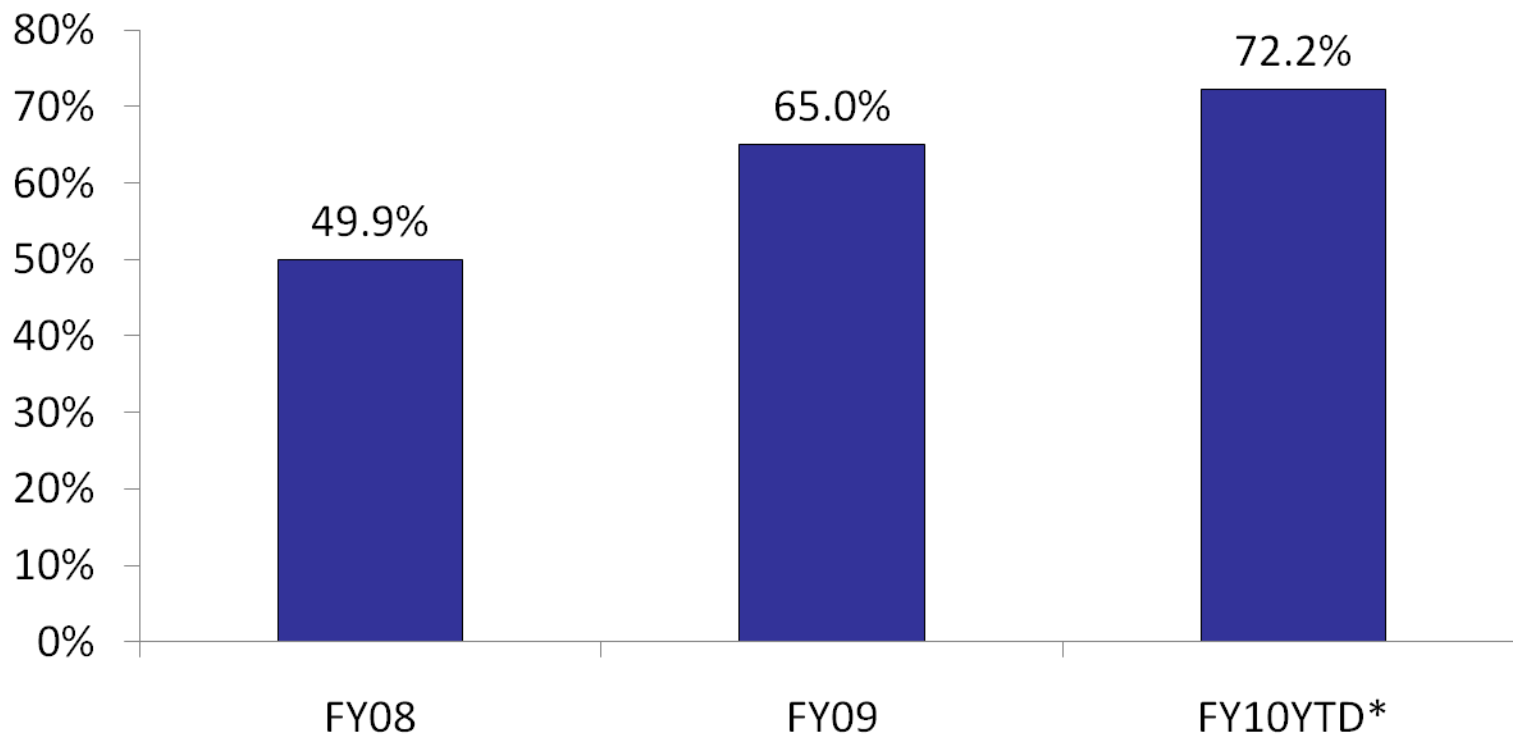
* FY10YTD is for July-09 through May-10 and reflects the monthly average

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Number of Children Leaving Placement by Exit Type
FY09-FY10YTD*

Bar chart showing number of children leaving placement by exit type with totals: FY09-Qtr1: 1880, FY09-Qtr2: 2084, FY09-Qtr3: 1871, FY09-Qtr4: 2001, FY10-Qtr1: 1487, FY10-Qtr2: 1517, FY10-Qtr3: 1334. Legend: Reunification Exits, Adoption Exits, Guardianship Exits, Other.
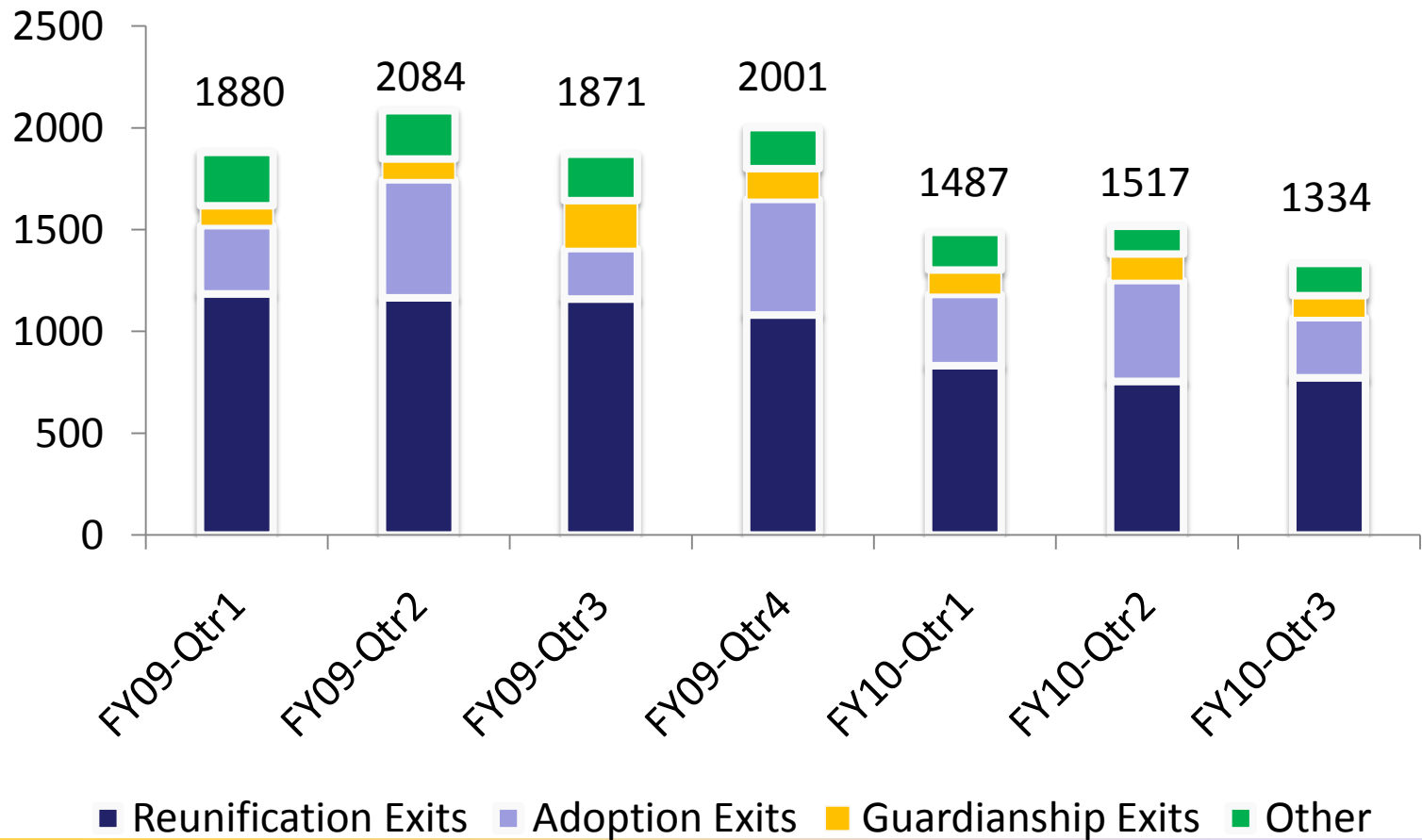
Avg. Number of Removals and Placements with LOS >60 Days per Quarter by FY

Chart data:

FY	Avg. Removal by Qtr	Avg. Removal >60 Days by Qtr
FY06	1951	1142 (58.5%)
FY07	1962	1166 (59.4%)
FY08	1854	1103 (59.5%)
FY09	1726	1101 (64.1%)
FY10YTD*	1579	982 (62.2%)

■ Avg. Removal by Qtr   ■ Avg. Removal >60 Days by Qtr

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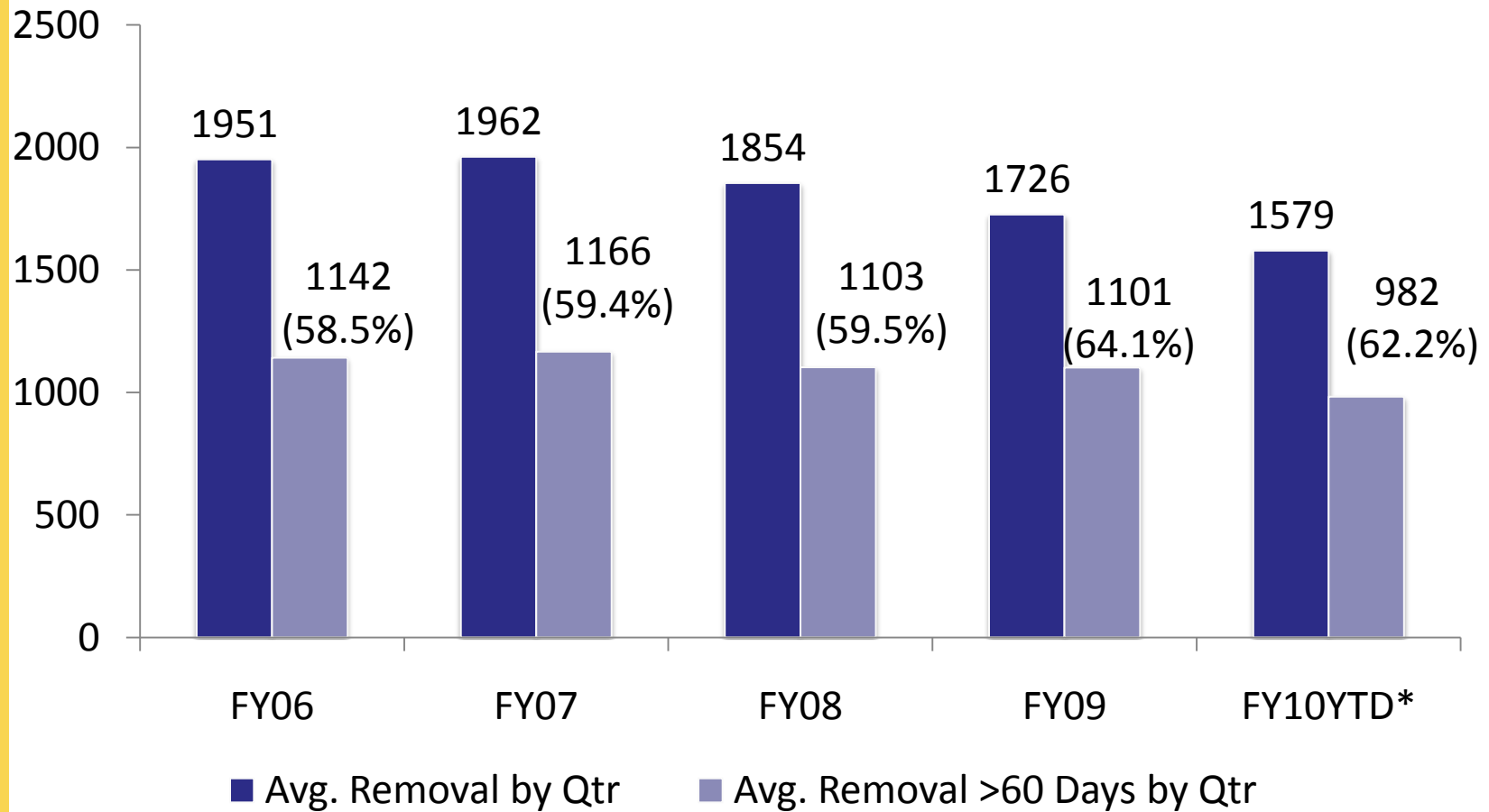
Child Out-of-Home Placement Counts
Years 2004-2010
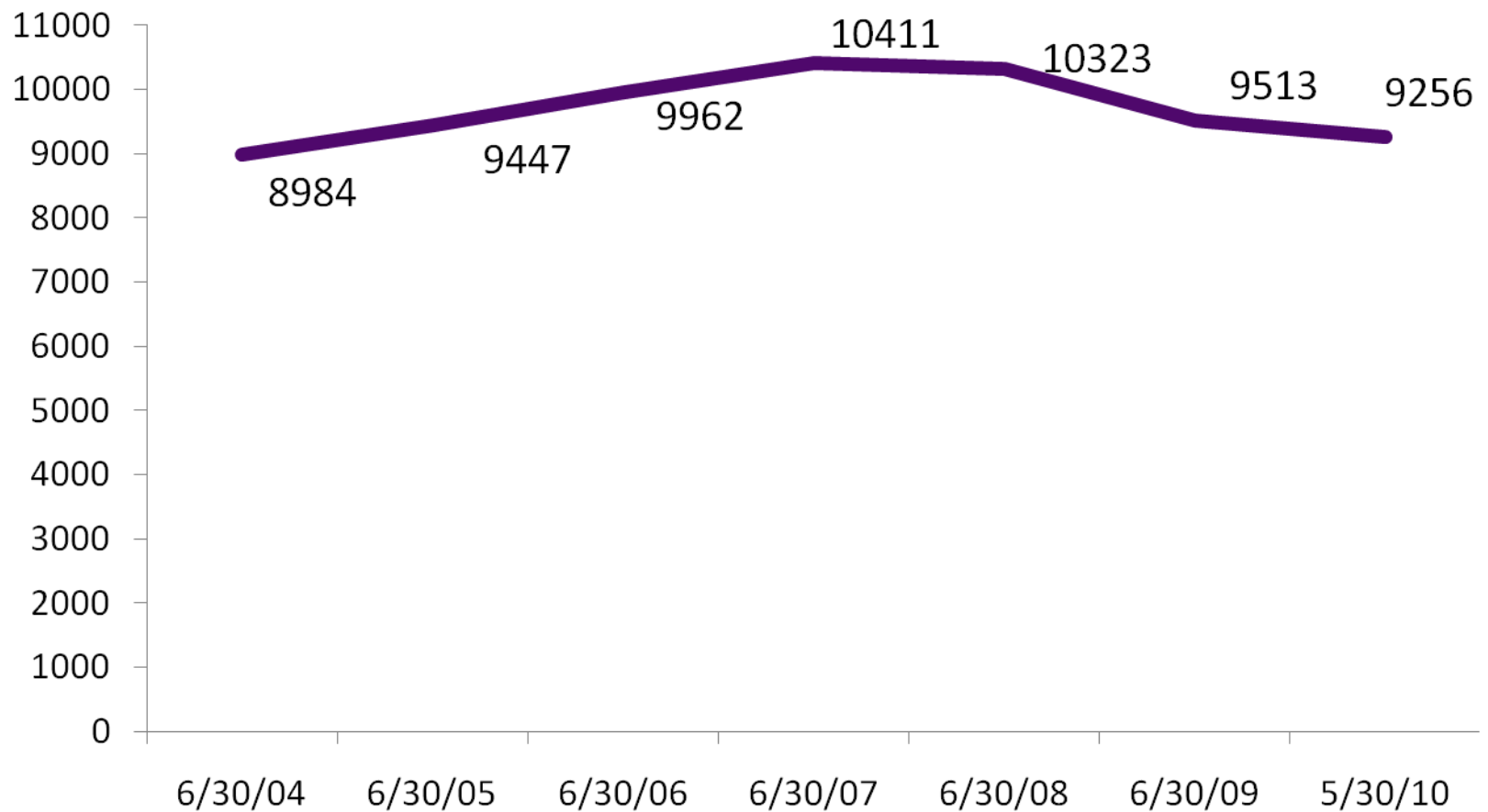
Child Out-of-Home Placement Counts
FY10YTD

Line chart showing monthly counts:
- Jul-09: 9,424
- Aug-09: 9,262
- Sep-09: 9,128
- Oct-09: 9,044
- Nov-09: 8,893
- Dec-09: 8,743
- Jan-10: 8,837
- Feb-10: 8,886
- Mar-10: 8,990
- Apr-10: 9,090
- May-10: 9,256

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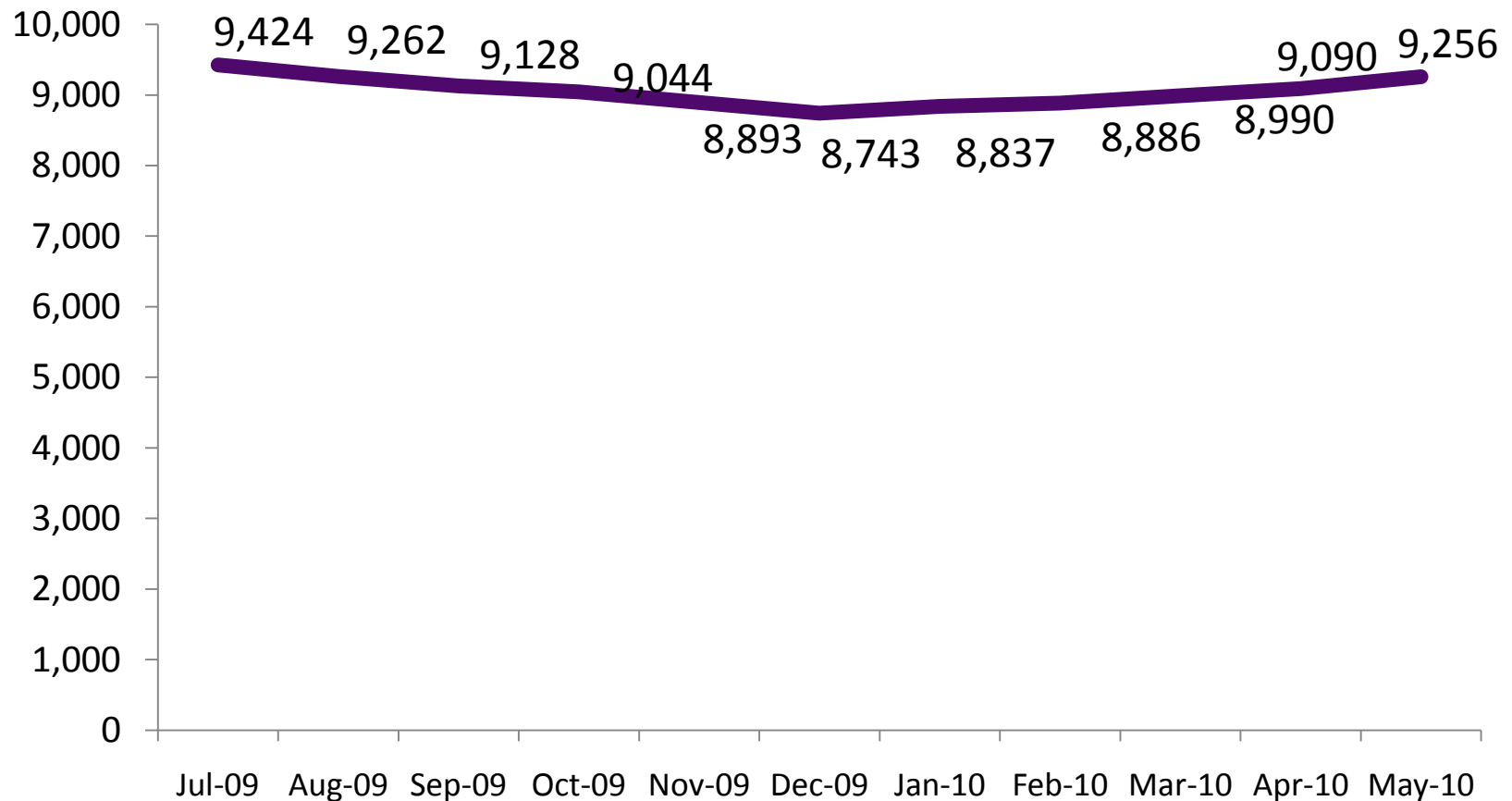
Monthly H&S Visit Placement Counts

Chart data points:
- Jul-09: 7550
- Aug-09: 7453
- Sep-09: 7315
- Oct-09: 7327
- Nov-09: 7176
- Dec-09: 7076
- Jan-10: 7081
- Feb-10: 7198
- Mar-10: 7220
- Apr-10: 7382
- May-10: 7590
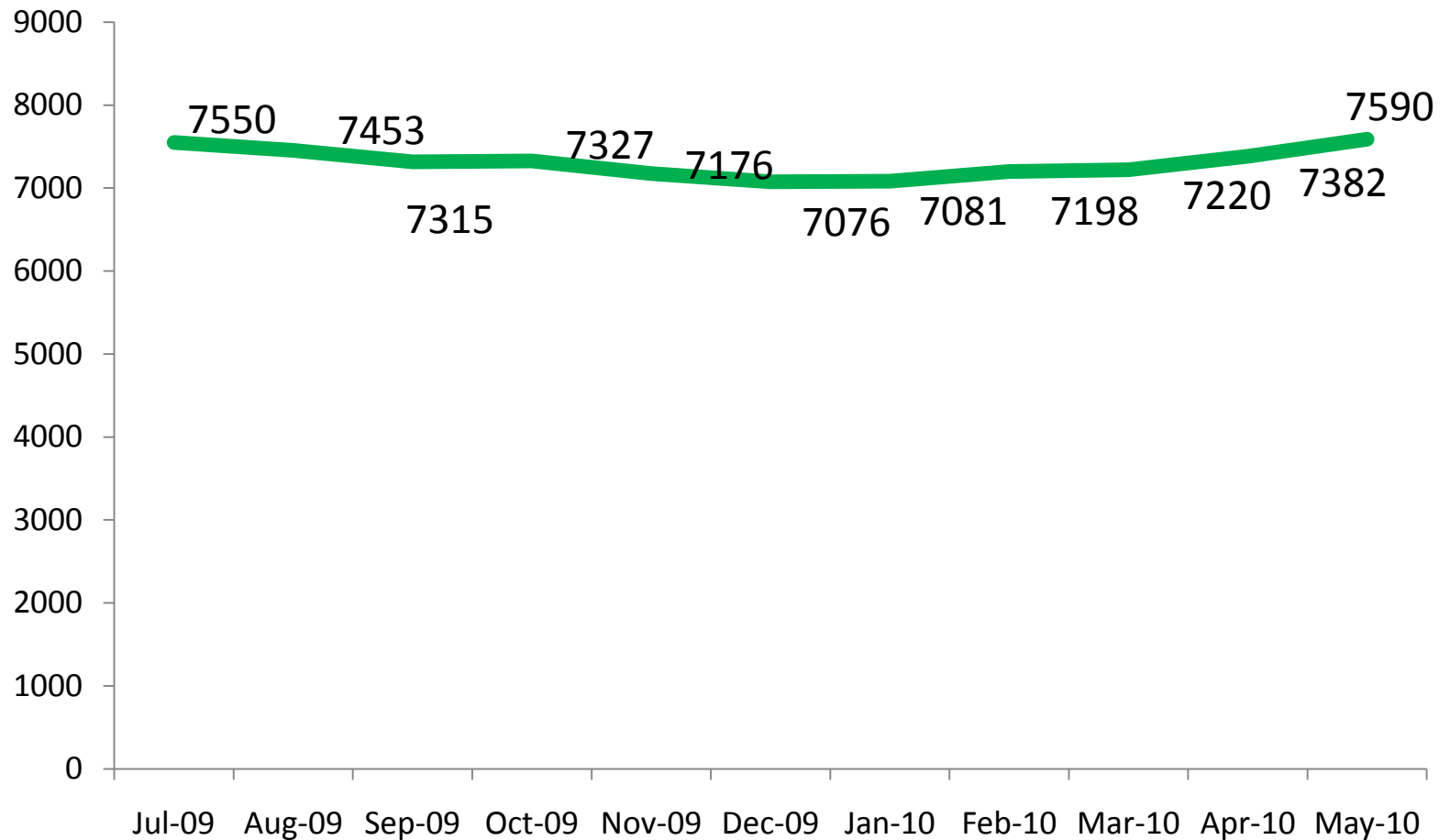
Intakes with Standard 24/72 Hour Response Times

Line chart of intake counts by month:

- Jul-09: 2196
- Aug-09: 2046
- Sep-09: 2530
- Oct-09: 2410
- Nov-09: 2384
- Dec-09: 2331
- Jan-10: 2643
- Feb-10: 2607
- Mar-10: 2963
- Apr-10: 2841
- May-10: 3045

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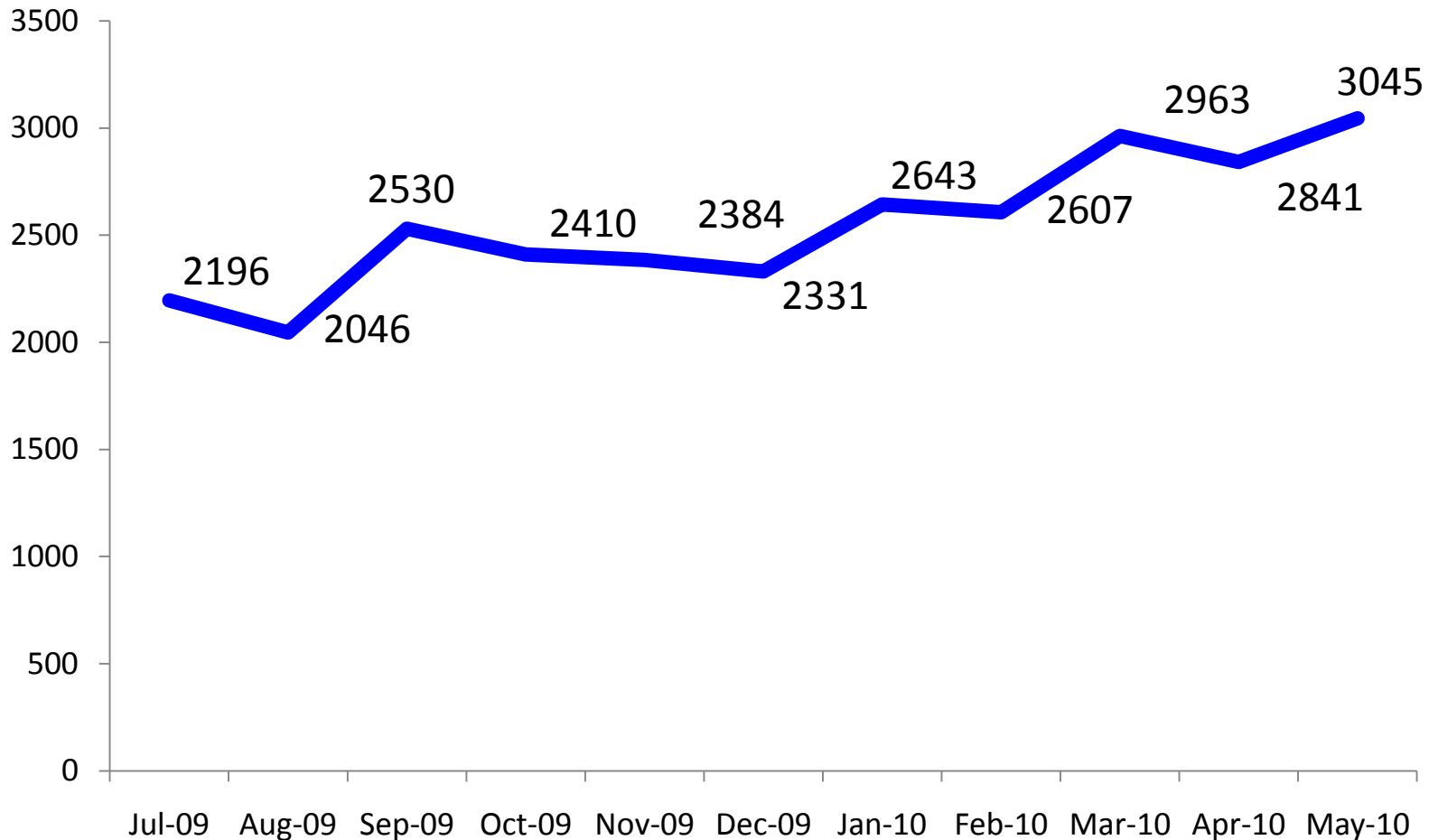
Dependency Petitions Filed Monthly Counts
CY2010YTD*

Legend:
- Dependency Petitions Jan-April 2010
- Dependency Petitions Mar-April 2009

Values shown: 347, 357, 508, 487 (green line); 390, 322 (blue line)
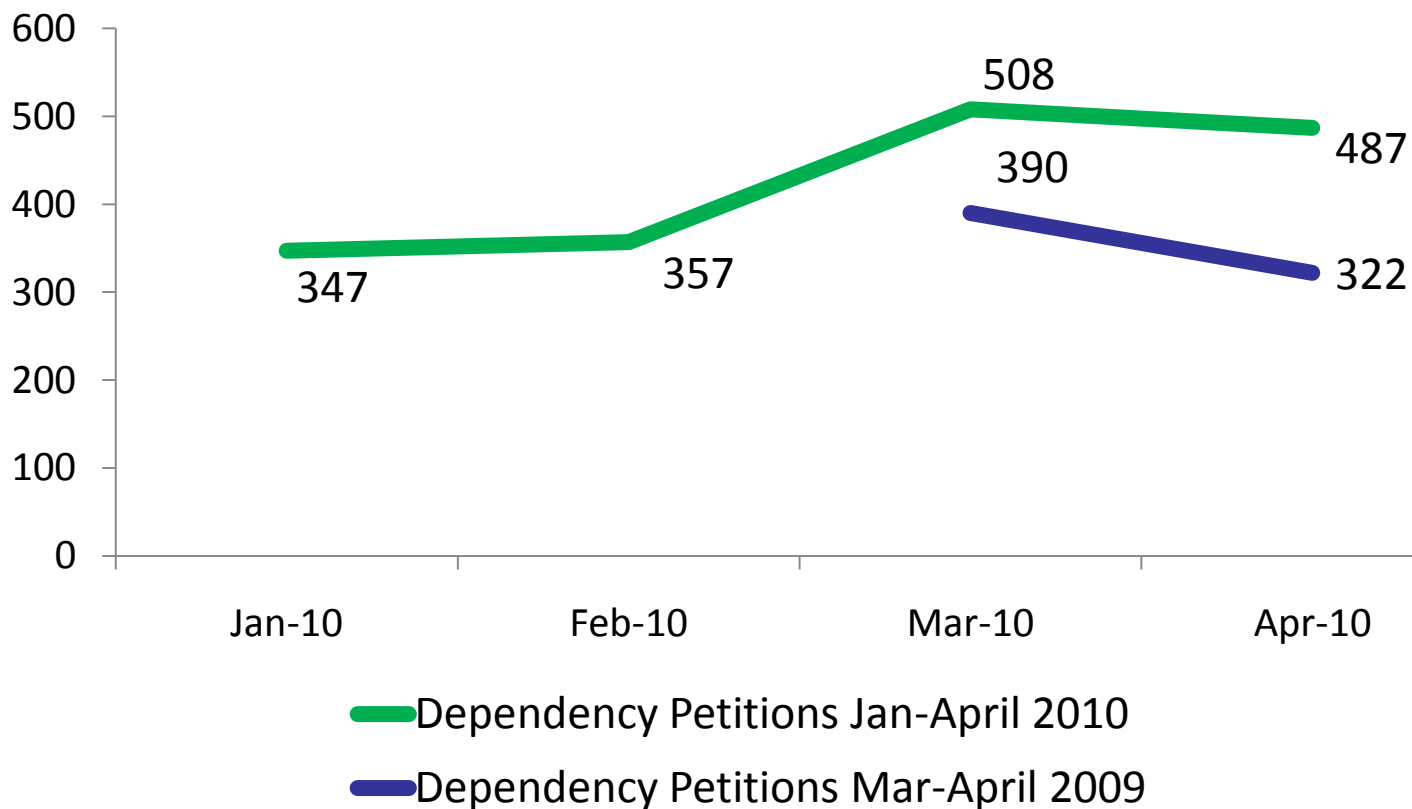
*2010YTD includes Jan-10 to April-10

Data Source: Administrative Office of the Courts (AOC)

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Dependency Petitions Filed Yearly Counts
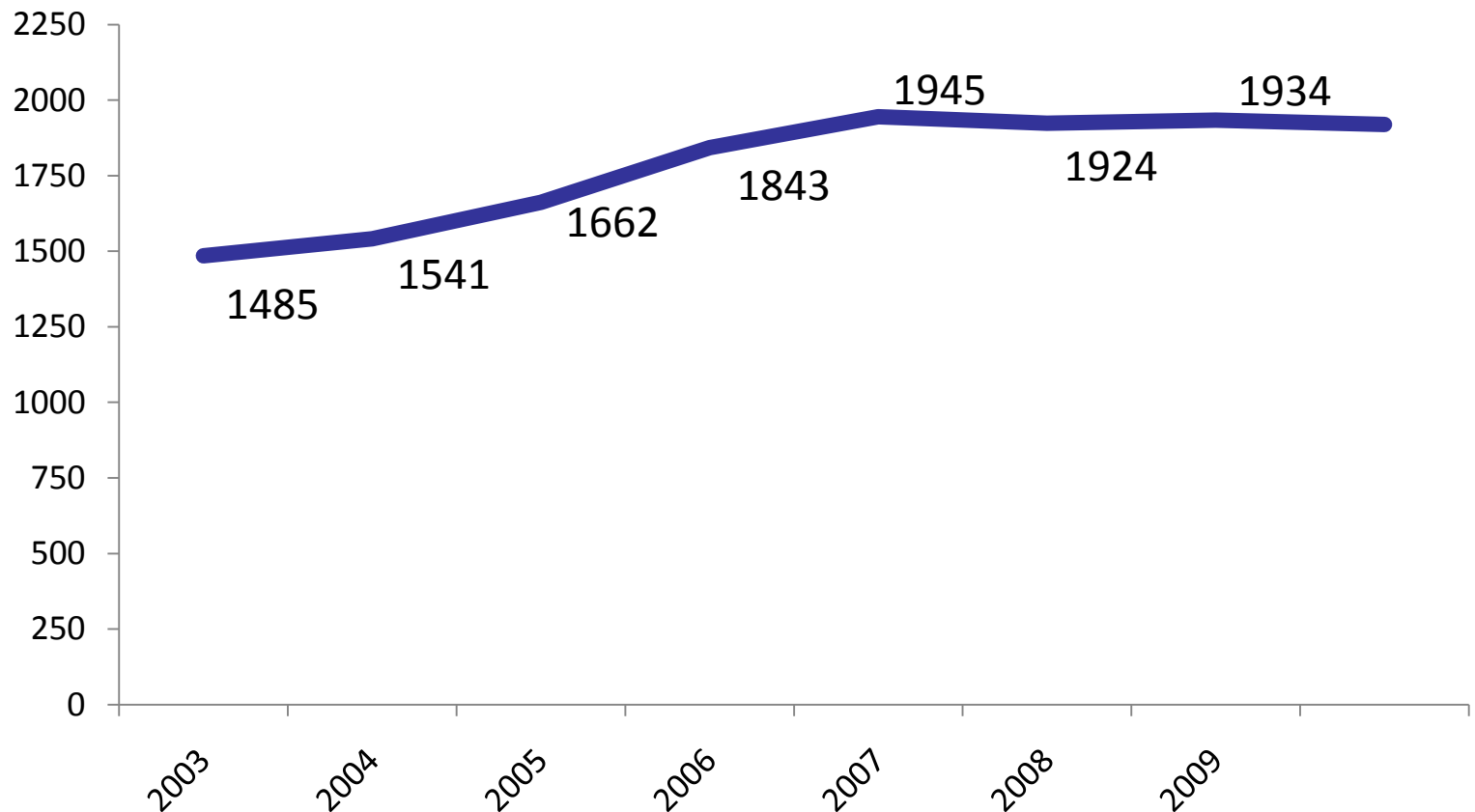## CY2003-2009
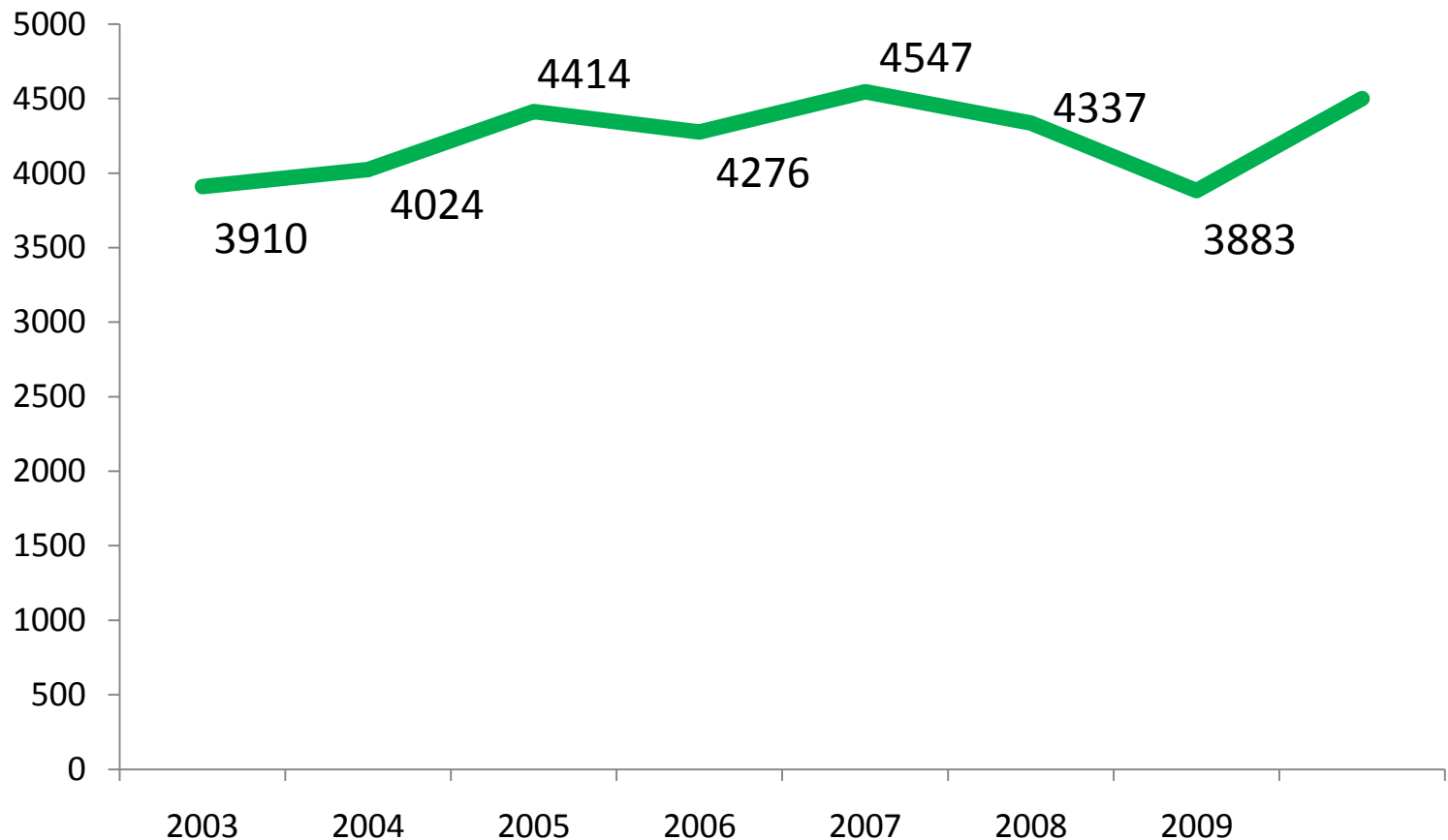
Data Source: Administrative Office of the Courts (AOC)

Termination Petitions Filed Yearly Counts
CY2003-2009

Data Source: Administrative Office of the Courts (AOC)

Summary of Findings

- Caseload trends are better in comparison to previous fiscal years

- Fewer children are being placed in out of home care in comparison to previous fiscals, however are steadily increasing the second half of FY10

- Fewer children are remaining in out of home care longer than 60 days in comparison to previous fiscal years

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Summary of Findings

- Increased attention on permanency efforts have led to solid gains over last 3 years for children and families

- CPS Intakes for 24/72 response have steadily increased during FY10

- Monthly dependency petitions being filed increased this year, especially in R5

- Termination petitions steadily increased over time and little change in last 2 years

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Highlights of Efforts To Reduce Caseload

- High priority management expectation to meet benchmark

- Monitoring caseload size and ensuring FTE allotments appropriately allocated. Moving FTE's based on caseload

- Working with HR to fill vacancies as quickly as possible

- Working on case closure, coding inactive cases, and having accurate assignments documented in FamLink

Highlights of Efforts To Reduce Caseload

- Working internally and with court system to identify and address permanency barriers

- Increasing number of shared planning meetings/staffings focused on timely permanency

- Having supervisors monitor caseloads when assigning new cases to ensure equity as much as possible

Compliance Plan Strategies

Strategy 1:   Provide Supervisors Information, Training, & Expectations for Achieving Timely Permanency

Strategy 2:   Increase Number of Permanency Planning Partnership Projects

Strategy 3:   Enhance Focus on Timely Permanency for Children Residing with Relatives

Strategy 4:   Develop and Provide Supervisors Case Assignment Practice Guidelines

Next Steps for Data & Measure

- Continue to increase FamLink data integrity of assignments

- Refine report logic, methodology and case count data for day-to-day management and other reporting needs

- CA invites Panel Chair, Panel Executive Coordinator, and Plaintiffs to a Technical Assistance session to learn more about the complexities of FamLink case count data and recommended changes